# Pharmacy Reengineering (PRE) Inbound ePrescribing (IEP) 3.1 User Manual



June 2020

Version 3.0 (Unit 4, Part 2)

**Department of Veterans Affairs (VA)** 

Office of Information and Technology (OIT)

# **Revision History**

Date	Version	Description	Author
06/15/2020	3.0	<ul> <li>PSO*7.0*610:</li> <li>Added <u>NOTE</u> to indicate a minor change in the display of the <b>Station ID</b> drop-down list in the <b>Reports</b> tab</li> <li>Updated Title page, Revision History, and Footers</li> </ul>	REDACTED
03/23/2020	2.9	PSO*7.0*590:  • Added production application <b>URL</b> • Updated Title page, Revision History, and Footers	REDACTED
03/05/2020	2.8	PSO*7.0*591:  • Updated Figure 3-44 and Figure 3-53.  • Updated Title page, Revision History, and Footers	REDACTED
08/27/2019	2.7	<ul> <li>PSO*7.0*567:</li> <li>Help Desk contact information/name</li> <li>Screen capture dates for ERX Lookback Days beginning with page 98 through 189.</li> <li>Corrected Figure 3-12 and reworded the bullets above</li> <li>Added Figure 3-13</li> <li>Title page, TOC, LOF, and Footers</li> </ul>	REDACTED
05/07/2019	2.6	<ul> <li>PSO*7.0*551:</li> <li>Updated document for the following:</li> <li>Standardized images throughout document.</li> <li>Clarified patient DOB format under Table 3.</li> <li>Added Note to replace text "Dispense Notes" with "Substitutions" under Track/Audit Details screen in the Inbound/Outbound Message Detail section.</li> <li>Added Note to indicate the change of screen/page title from "Users" to "User Management" in the User Management section.</li> <li>Included description for ERX LOOK-BACK DAYS display on the Holding Queue's Traditional View and Patient Centric Views in the eRx Default Lookback Days section.</li> <li>Replaced column label "LAST USER" with "LOCKED BY" and updated the description under Table 9.</li> </ul>	Technatomy

Date	Version	Description	Author
		<ul> <li>Added the information for LOCKED BY column in the Patient Centric View section.</li> <li>Replaced Figure 3-14, Figure 3-16, Figure 3-17, Figure 3-18, Figure 3-19, Figure 3-42, Figure 3-52, Figure 3-55, Figure 3-56, Figure 3-57, Figure 3-68 for updated layout</li> <li>Added Note and included Figure 3-48 to indicate to the user that a Provider's DEA# has expired in the Edit Provider section.</li> <li>Removed reference to "Limited Duration" field from Validate Drug/SIG for the modified workflow in the Edit Drug/SIG section.</li> <li>Added description under Note for modified workflow in the Edit Drug/SIG section.</li> <li>Updated description for VistA Days Supply calculation in the Additional Field-level Information: section.</li> <li>Added scenarios for Quantity/Days Supply workflow under VD Edit screen based on Available Dosage(s) in the Quantity/Days Supply work flow under Validate Drug/SIG &gt;&gt; Edit: section.</li> <li>Added Note to replace text "Qty Qualifier" with "Code List Qualifier" and replace, "DAW Code' with "Substitutions" in the Complete Orders from OERR and Patient Prescription Processing section.</li> <li>Added Note describing eRx Date, Date Written, Issue Date and Written Date fields in the Complete Orders from OERR and Patient Prescription Processing section.</li> </ul>	
11/09/2018	2.5	Updated per HPS Review pgs.: 55, 57, 87, 88, 90, 92, 194, and 195. Updated Cover page to month of November (pg. i) (TWR, 508 accessibility checks, document is compliant).	Technatomy
10/24/2018	2.4	Update TOC – Remove Graphic and reran TOC.	Technatomy
08/27/2018	2.3	Technical Writer Review and 508 accessibility checks.	Technatomy
08/01/2018	2.2	Updated screenshots and added Refill Requests and Responses and Cancel Rx Requests and Responses sections.	REDACTED
07/28/2018	2.1	Updated screenshots and added 30-day Lookback	Technatomy
04/12/2018	2.0	Updated screenshots to include 2.1 changes	REDACTED
11/15/2017	1.0	Baseline release: Updated Table of Figures.	Technatomy

Date	Version	Description	Author
		Updates based on feedback from HPS. Updated screenshots and verbiage throughout the document, formatting and sections Inbound ePrescribing Workflow and Summary Screen, Pharmacy Management section. Updates made based on changes made during SureScripts Certification and IOC Production Testing	

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#### **Changes to Provider Segment**

In some scenarios, the Refill Response message will display in the Holding Queue List View screen. If the changes are related to the Provider or the Provider and number of refills, the Refill Response will display in the List View because the pharmacist will need validate the updates to the Provider.

When a Refill Response message type is Approved with Changes (Provider segment only or Provider and number of refills in the Drug segment), it will display in the List View screen. It can also be found using <**MV**> Message View or <**SR**> Search. The status of the Approved with Changes Refill Response will be RXN (Refill Response - New).

PSO	ERX HOLDING QUEUE	Aug	01, 2018@15:54:06	Page:	1	of 1
PSO	ERX HOLDING QUEUE	ERX LO	OK-BACK DAYS: 30 (Jul 02, 2018)			
	Patient	DOB	Drug	Provider	STA	Rec Dat
1.	GRIDMEN - RECK	16/12/75	QUINAPRIL 10 MG ORAL	EVANS.LILY	RXD	7/30/18
2.	GRIPHES ALCOH	10/12/75	RISPERIDONE 2MG TAB	EVAND. L.ELY	CAO	7/30/18
3.	SANTENO, CHUIDS	10/7/45	WELLBUTRIN XL 150 MG	ASKAUAL - SAN	I	7/30/18
4.	TUCKER, DEBRA	11/19/79	XOPENEX 1.25 MG/3 ML	HOOVER, STAN	RXD	7/31/18
5.	PLOUNDERS, PELICIA A	24/1/80	METHYLPREDNISOLONE AC	EVANG.LILY	CAO	7/31/18
6.	ROBEL - RANKCHILIR (LANK	5/5/64	ACYCLOVIR 800MG TAB	LESTRANGE, B	CAP	7/31/18
7.	MANUTERINE, MANUE	10/11/52	CARAFATE 1 GRAM ORAL	EVANS.A.D.Y	CAO	7/31/18
8.	MAKEN BOLDSTONE	10/11/50	CARAFATE 1 GRAM ORAL	Evans. 1.15.Y	CAH	7/31/18
9.	GRINGS ALOW	10/12/73	PROTONIX 40 MG ORAL G	EVAND.	CAH	7/31/18
10.	4.2.43	16/16/25	TRANSDERM-SCOP 1.5 MG	EVANS. LILY	N	7/31/18
11.	ADDISEASSON, TEASUE	0/1/10	MUPIROCIN 2% OINTMENT	LESTRANCE . B	N	7/31/18
12.	PLOURDERS, PELICIA A	11/1/60	PATADAY 0.2% OPHTHALM	EVAND. A.D. Y	HPT	7/31/18
13.	MANA DOLCOTOR	10/11/50	CARAFATE 1 GRAM ORAL	HOOVER, STAN	RXN	8/1/18
SI S	Enter ?? for m		ns Entries			
	Search Queue		age View			
7000	ect Action:Quit//	HV HUSSI	age view			

Figure 4-46: RXN Status in Holding Queue List View

The Refill Response details display the Refill Response Message type.

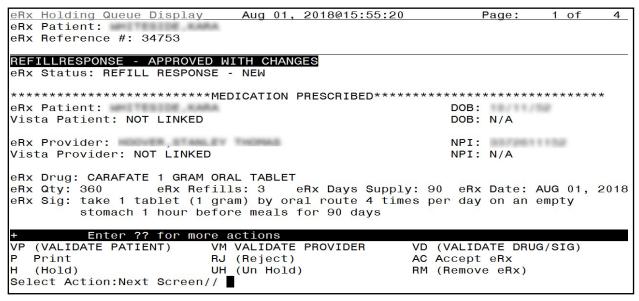


Figure 4-47: Refill Response Details Screen

As the user continues to scroll, the Refill Response Information section indicates the Refill Response Message type is Approved with Changes.

Figure 4-48: Refill Response Information Section

As the user continues to scroll, the Changed Items section displays the fields that were updated and the Refill Request and Response values within the changed fields.

Figure 4-49: Changed Items Section

When the user exercises <**VM**> Validate Provider on this response, if the user edits the Provider's information, the status of the record changes to RXW (Refill Response – Waiting).

When the user accepts the validation <**AV**> under <**VM**> Validate Provider, the status of the record changes to RXW (Refill Response – Waiting).

PSO	ERX HOLDING QUEUE	Aug	01, 2018@16:05:50	Page:	1	of	1
PSO	ERX HOLDING QUEUE	ERX LO	OK-BACK DAYS: 30 (Jul 02, 2018)				
	Patient	DOB	Drug	Provider	STA	Rec D	ate
1.	GRINES. RICK	18/18/78	QUINAPRIL 10 MG ORAL	EVAND-LILY	RXD	7/30/	18
2.	GRINES, RICK	16/12/75	RISPERIDONE 2MG TAB	EVAND, LILY	CAO	7/30/	18
3.	SARTENU, CHUUN	12/7/45	WELLBUTRIN XL 150 MG	AGRANAL, SAN	I	7/30/	18
4.	TUCKER, DEBRA	11/10/79	XOPENEX 1.25 MG/3 ML	HOOVER, STAN	RXD	7/31/	18
5.	PLOUNDERS, PELICIA A	11/1/00	METHYLPREDNISOLONE AC	EVAND. LELY	CAO	7/31/	18
6.	KUMPU PRINCIPUM S. AND	5/5/94	ACYCLOVIR 800MG TAB	LESTRANGE, B	CAP	7/31/	18
7.	MACTERIDE, KANA	19/11/50	CARAFATE 1 GRAM ORAL	EVANG. LTLY	CAO	7/31/	18
8.	MAKE TREETED . KONNA	15/11/52	CARAFATE 1 GRAM ORAL	EVAND. LEST	CAH	7/31/	18
9.	GRIMES, RIOK	10/12/73	PROTONIX 40 MG ORAL G	EVANG.	CAH	7/31/	18
10.	1.1.41	18718729	TRANSDERM-SCOP 1.5 MG	EURING, LTLY	N	7/31/	18
11.	RODGEROSON, YEAGUE	5/1/10	MUPIROCIN 2% OINTMENT	LESTRANCE, B	N	7/31/	18
12.	PLOUBDERS PELICIA A	1.11/1/69	PATADAY 0.2% OPHTHALM	EVAND. LELY	HPT	7/31/	18
13.	SMITTERIDE, KARA	10/11/52	CARAFATE 1 GRAM ORAL	HOOVER, STAN	RXW	B/1/1	8
						-	
	Enter ?? for m	ore actio	ns				
SI S	Select Item	so sort	Entries				
SR S	Search Queue	MV Mess	age View				
Sele	ect Action:Quit//						

Figure 4-50: RXW Status in the Holding Queue

The user may select the record to view the Refill Response Details screen.

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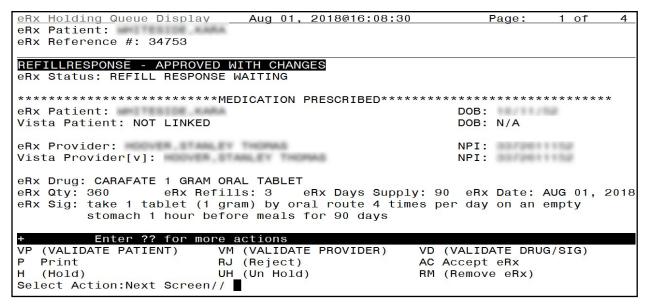


Figure 4-51: Refill Response Details Screen

When the user accepts the Refill Response record using <**AC**>, the status of the record changes to RXP (Refill Response Processed), and it is not displayed in the list view. It can be found using <**MV**> Message View or <**SR**> Search.

PSO	ERX HOLDING QUEUE						
-	Zim nozbina dozoz	ERX LO	OK-BACK DAYS: 30 (Jul 02, 2018)				
	Patient	DOB	Drug	Provider	STA	Rec (	Date
1.	MAKE TRICEDE , MAKE	16/11/50	CARAFATE 1 GRAM ORAL	HOUVEN, STAR	RXP	8/1/	18
2.	TUCKER, DEBRA	11/10/79	XOPENEX 1.25 MG/3 ML	HODVER, STAB	RXC	8/1/	18
3.	PLOURDERS, PELICIA A	11171700	METHYLPREDNISOLONE AC	EVAND, LTLY	RXC	8/1/	18
4.	TUCKER, DESIGNA	11/10/70	XOPENEX 1.25 MG/3 ML	HOOVER, STAN	RXD	7/31	/18
5.	PLOURDERS, PELICIA A	11/1/00	PATADAY 0.2% OPHTHALM	EVANG. LELY	RXA	7/31	/18
B.	RODGERSOON, TEAGUE	5/1/10	MUPIROCIN 2% OINTMENT	EVANS.LELY	RXC	7/31	/18
7.	1.1.01	10/16/20	TRANSDERM-SCOP 1.5 MG	EVAND. LILY	RXC	7/31	/18
3.	GRIDNES ATOM	16/12/75	RISPERIDONE 2MG TAB	EVANS. LILY	CAN	7/30	/18
Э.	GRINES, ALOK	10/12/25	QUINAPRIL 10 MG ORAL	EVAND.LILY	RXD	7/30	/18
10.	THROMER , DAYED	9 / 9/9 / 3k8	CHLORAMBUCIL 2MG TAB	EVAND. LTLY	RXA	7/27	/18
11.	THROUGH, SAVID	8/99/98	HYDROCHLOROTHIAZIDE 5	EVENNA, L.D.Y.	RXA	7/27	/18
12.	THROMER. DAVID	8/22/33	LIPITOR TAB 10MG	PROVIDER, ER	RXC	7/27	/18
13.	THROUGH, DAVID	0.739.755	METHYLPREDNISOLONE AC	EVAND. LTLY	RXC	7/27	/18
SR	Enter ?? for m Belect Item (Search Queue) ect Action:Quit//	SO Sort	ns Entries age View				

Figure 4-52: RXP Status in Holding Queue

On the Outpatient side, a pending line entry is added for the user to renew the Approved with Changes Refill Response.

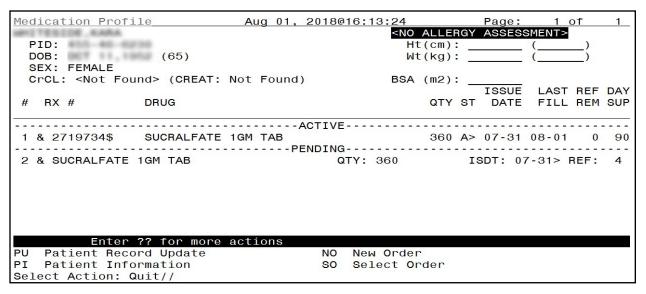


Figure 4-53: Medication Profile – Pending Line Entry

Activity Log on OP side is updated to display the information that a pending response entry was added.

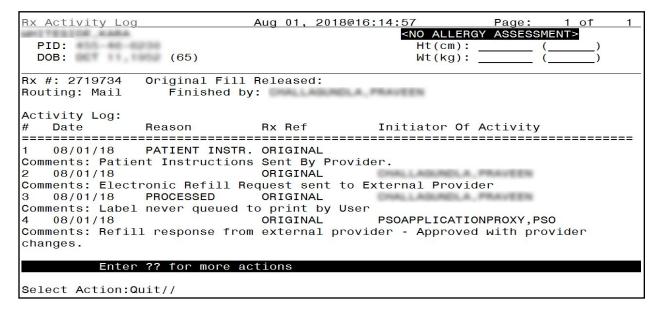


Figure 4-54: Rx Activity Log 1

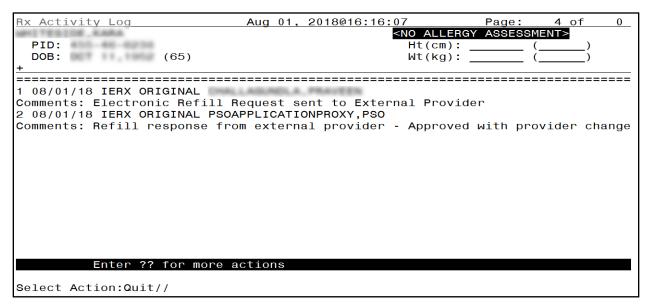


Figure 4-55: Rx Activity Log 2

The user may select the pending line entry to renew the Approved with Changes Refill Response and accept it.

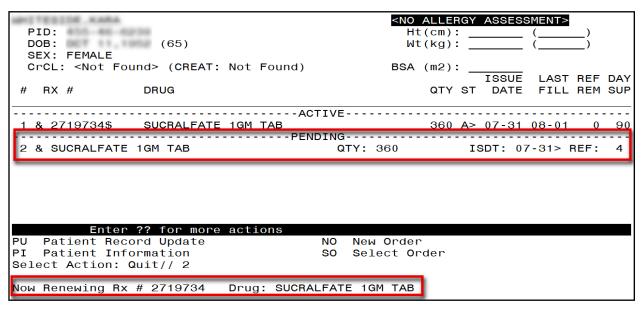


Figure 4-56: Renew Pending Line Entry

MALTERIOR. KARA	<no allergy="" assessment=""></no>
PID:	Ht(cm):()
DOB: (6	5) Wt(kg):()
+	90 (SUSDICE OF THE PROPERTY OF
Route:	BY MOUTH
Schedule:	BID
Pat Instruction:	AVOID ANTACIDS
SIG:	TAKE ONE TABLET BY MOUTH TWICE A DAYAVOID ANTACIDS
Days Supply:	90
QTY	(TAB): 360
QTY DSP M	SG: TAB
<pre>(3) # of Refills:</pre>	3
(4) Routing:	MAIL
(5) Clinic:	ANGIO
(6) Provider:	HOOVER, STANLEY THOMAS
(7) Copies:	1
(8) Remarks:	RENEWED FROM RX # 2719734
Entry By:	Entry Date: JUL 31,2018
	r more actions
AC Accept	DC Discontinue FL Flag/Unflag
BY Bypass	ED Edit
Select Item(s): Quit/	
WAS THE PATIENT COUNS	
WAS COUNSELING UNDERS	TOOD: NO// YES

Figure 4-57: Accept Rx Renewal

The eRx prescription on which Refills were requested and the Response has been processed, is now reinstated with the Response. The renewed Rx displays in the Active section of the Medication Profile. The Rx number has an "A" appended to the end, indicating this is the first refill. Subsequent refills include the next letter of the alphabet appended. (Ex: & 123456 to & 123456A; for next refill: & 123456A to & 123456B).

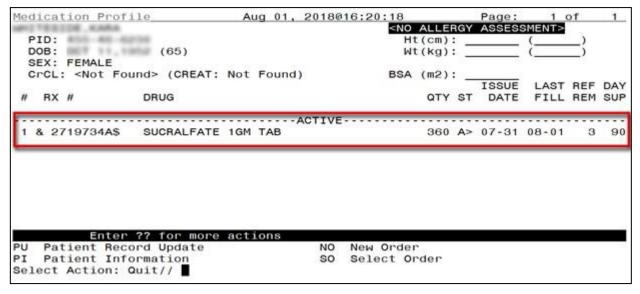


Figure 4-58: Renewed Rx in Active Section of the Medication Profile

Once the Approved with Changes Refill Response is successfully renewed, the status of the Refill Response in the Holding Queue changes to RXC (Refill Response Completed).

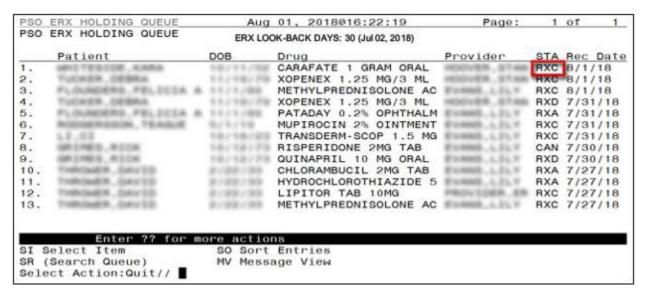


Figure 4-59: RXC Status in the Holding Queue

Select the record to view the Refill Response details screen.

```
Aug 01, 2018@16:22:53
                                                               4
eRx Holding Queue Display
                                                 Page:
                                                         1 of
eRx Patient:
eRx Reference #: 34753
REFILLRESPONSE - APPROVED WITH CHANGES
eRx Status: REFILL RESPONSE COMPLETE
DOB:
eRx Patient:
Vista Patient: NOT LINKED
                                              DOB: N/A
eRx Provider:
                                              NPI:
Vista Provider[v]:
                                              NPI:
eRx Drug: CARAFATE 1 GRAM ORAL TABLET
eRx Qty: 360
              eRx Refills: 3
                             eRx Days Supply: 90 eRx Date: AUG 01, 2018
eRx Sig: take 1 tablet (1 gram) by oral route 4 times per day on an empty
       stomach 1 hour before meals for 90 days
       Enter ?? for more actions
  (VALIDATE PATIENT)
                     VM (VALIDATE PROVIDER)
                                            (VALIDATE DRUG/SIG)
VF
  Print
                     RJ (Reject)
                                          AC (Accept eRx)
  (Hold)
                     UH (Un Hold)
                                          RM (Remove eRx)
Select Action:Next Screen//
```

Figure 4-60: Refill Response Details Screen

The status of the corresponding Refill Request changes to RRC (Refill Request Completed).

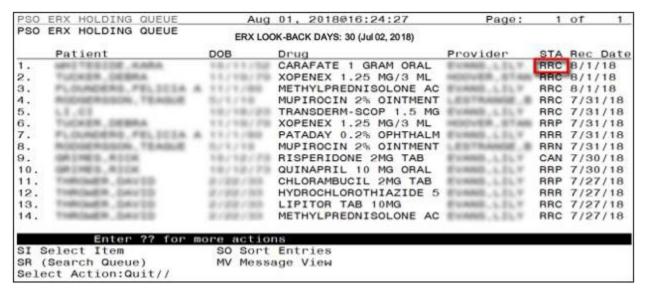


Figure 4-61: RRC Status in the Holding Queue

Select the record to view the Refill Request details screen.

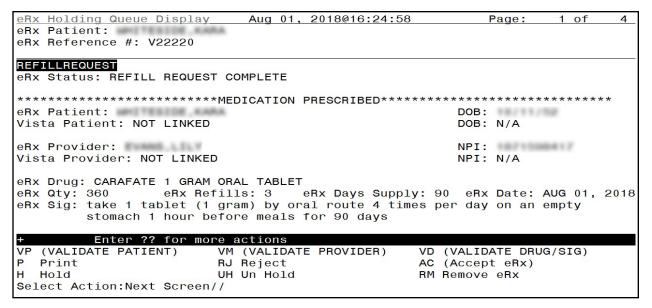


Figure 4-62: Refill Request Details Screen

The <VP>, <VM>, <VD>, <Hold>, <UnHold>, <RJ>, <RM>, and <AC> actions are in parentheses (), therefore the user cannot select these actions for this message type. If one of the actions is selected from here, the user receives an error message:

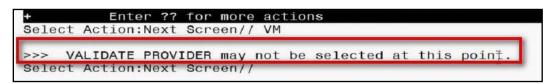


Figure 4-63: Error - Validate Provider Action Not Available

# **Denied, New Prescription to Follow**

Another Refill Response message type is Denied New Prescription to Follow (DNTF). This indicates the refill is denied, but a new R<sub>x</sub> will follow.

When a Refill Response message type is Denied New  $R_x$  to Follow (DNTF), it will display in the List View screen. It can also be found using  $\langle MV \rangle$  Message View or  $\langle SR \rangle$  Search. The status of the DNTF Refill Response will be RXD (Refill Response Denied/DNTF).

	ERX HOLDING QUEUE	Aug	01, 2018@18:52:07	Page:	- 1	of 1
PSO	ERX HOLDING QUEUE	ERX LO	OK-BACK DAYS: 30 (Jul 02, 2018)			
	Patient	DOB	Drug	Provider	STA	Rec Date
1.	GRIPHS, RICK	18/18/79	QUINAPRIL 10 MG ORAL	EVANS.LILY	RXD	7/30/18
2.	GRIMES, NICK	10/12/73	RISPERIDONE 2MG TAB	EVAND, LTLY	CAO	7/30/18
3.	SARTENG, CHUUN	12/2/45	WELLBUTRIN XL 150 MG	AGRINAL, SAN	I	7/30/18
4.	TUCKER, DEBRIA	11/10/79	XOPENEX 1.25 MG/3 ML	HOOVER, STAB	RXD	7/31/18
5.	PLOWNDERS, PELICIA	A 11/1/00	METHYLPREDNISOLONE AC	EURRO, LELY	CAO	7/31/18
6.	KIARS - NAME HORSE AND	575794	ACYCLOVIR 800MG TAB	LESTRANGE, B	CAP	7/31/18
7.	MACTERCOS. AGAMA.	10/11/52	CARAFATE 1 GRAM ORAL	EVANS. LTLY	CAO	7/31/18
8.	MMITERIDE, KARA	18/11/50	CARAFATE 1 GRAM ORAL	EVANS, LTLY	CAH	7/31/18
9.	GRINES, ASIX	10/10/79	PROTONIX 40 MG ORAL G	EVAND.	CAH	7/31/18
10.	1.1.01	10/10/20	TRANSDERM-SCOP 1.5 MG	EWARDS . L.T.L.T.	N	7/31/18
11.	PLOUNDERS, PELZICIA	A 11/1/00	PATADAY 0.2% OPHTHALM	EVAND. LELT	BXD	8/1/18
12.	MODGERSSON, TEAGUE	5/1/18	MUPIROCIN 2% OINTMENT	LESTRANCE . N	RXD	8/1/18
					-	
	Enter ?? for	more actio	ns			
SI S	Select Item	SO Sort	Entries			
SR S	Search Queue	MV Mess	age View			
	ct Action:Quit//					

Figure 4-64: RXD Status in the Holding Queue List View

The Refill Response details display the Refill Response Message type.

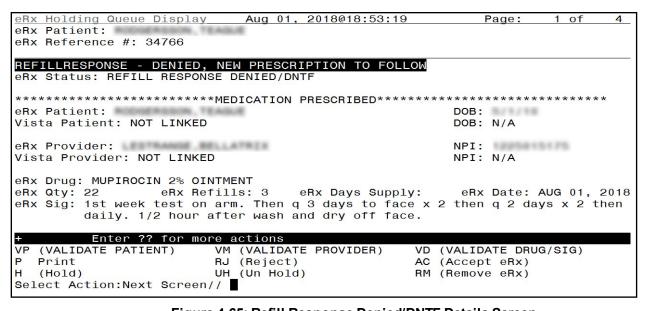


Figure 4-65: Refill Response Denied/DNTF Details Screen

In the below figure, the Refill Response Information segment indicates the Refill Response Message type is Denied, New Prescription to Follow.

Figure 4-66: Refill Response Information Section

On the Outpatient side, the  $eR_x$  Prescription on which the Refill was requested will be auto-Discontinued (auto-DC).

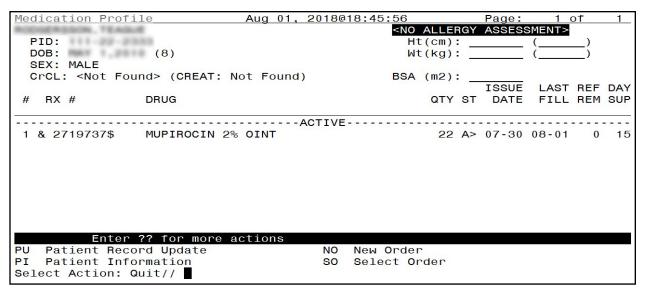


Figure 4-67: Medication Profile - eRx Before DNTF Refill Response

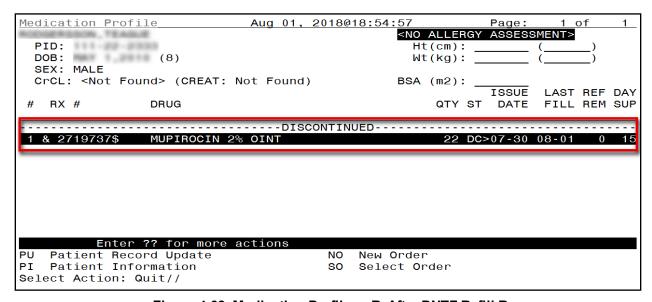


Figure 4-68: Medication Profile – eRx After DNTF Refill Response

The Activity Log on OP side is updated to display that the  $eR_x$  Prescription has been auto-Discontinued.

Rx Activity Log	,	Aug 01, 2018@18	:55:43	Page:	<u>1 of</u>	2
PID: DOB:	(8)		<pre><no aller(="" ht(cm):="" pre="" wt(kg):<=""></no></pre>	GY ASSESSME	NT> )	
+						
Routing: Mail	Finished by	CHALLAGURDLA.	PRAYEEN			
Activity Log:	Resear	Dy Dof	Initiaton Of	Activity		
# Date	Reason		Initiator of	ACCIVICY		
Comments: Patier 2 08/01/18 Comments: Electr 3 08/01/18 Comments: Label 4 08/01/18 Comments: Refill follow	ronic Refill Rep PROCESSED never queued to L response from	Sent By Provid ORIGINAL quest sent to E ORIGINAL o print by User ORIGINAL external provi	xternal Provid PSOAPPLICATIO der - Denied,	DNPROXY,PSO New prescr	iption t	·==
' '	DISCONTINUED			ONPROXY,PSO		
Comments: eRx d			iber			
Enter	?? for more ac	tions				
Select Action:Qu	uit// █					

Figure 4-69: Activity Log 1

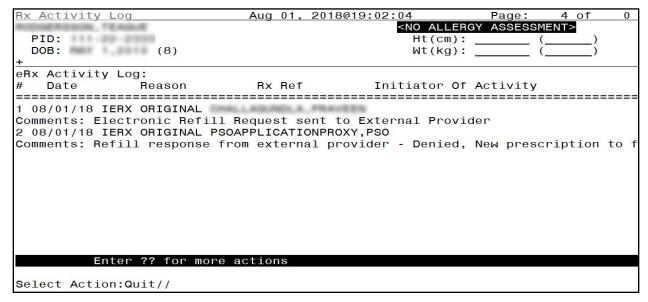


Figure 4-70: Activity Log 2

Once the DNTF Refill Response has successfully auto-Discontinued the  $eR_x$  Prescription in OP, the status of the Refill Response in the Holding Queue continues to display as RXD (Refill Response Denied/DNTF).

The status of the corresponding Refill Request will change to RRP (Refill Request Processed).

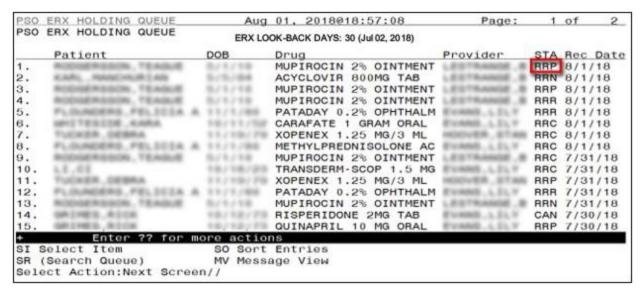


Figure 4-71: RRP Status in the Holding Queue

The <VP>, <VM>, <VD>, <Hold>, <UnHold>, <RJ>, <RM>, and <AC> actions are in parentheses (), therefore the user cannot select these actions for this message type. If one of the actions is selected from here, the user receives an error message:

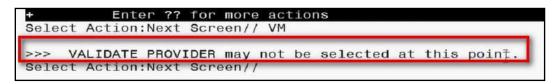


Figure 4-72: Error - Validate Provider Action Not Available

#### **Denied**

Another Refill Response message type is Denied. This indicates the refill request is denied.

When a Refill Response – Denied type is received in the Holding Queue, it is displayed in the List View in RXD status (Refill Response Denied/DNTF).

PSO	ERX HOLDING QUEUE	Aug	01, 2018017:39:59	Page:	1	of	1
PSO	ERX HOLDING QUEUE	ERX LO	OK-BACK DAYS: 30 (Jul 02, 2018)				
	Patient	DOB	Drug	Provider	STA	Rec Da	te
1.	GRINES.RICK	16/10/75	QUINAPRIL 10 MG ORAL	EVANS-1517	RXD	7/30/1	8
2.	GRINES, NICK	10/10/70	RISPERIDONE 2MG TAB	EVAND.LILY	CAO	7/30/1	8
3.	SARTENO, CHUUM	12/7/45	WELLBUTRIN XL 150 MG	ADRIAMAL - SAN	I	7/30/1	8
4.	TUCKER, DEBNA	11/10/79	XOPENEX 1.25 MG/3 ML	MODVER, STAR		7/31/1	8
5.	PLOURDERS, PELICIA A	A 51/1/00	METHYLPREDNISOLONE AC	EVAND-LELY	CAO	7/31/1	8
6.	RUMBS RANGERSUM CARD	5/5/64	ACYCLOVIR 800MG TAB	LESTRANGE . B	CAP	7/31/1	8
7.	MAKE TRISTING , KIAMA	18/11/52	CARAFATE 1 GRAM ORAL	EVERNS. A TAY	CAO	7/31/1	8
8.	WHITESIDE, KINDA	19/11/59	CARAFATE 1 GRAM ORAL	EVANG. L.D.Y	CAH	7/31/1	8
9.	GRINES ATOK	10/15/70	PROTONIX 40 MG ORAL G	EVANO.		7/31/1	
10.	63.43	10/10/20	TRANSDERM-SCOP 1.5 MG	EVANS. A.TAY	N	7/31/1	
11.	RODGERSSON, TEAGUE	5/1/10	MUPIROCIN 2% OINTMENT	LESTRANGE . B	N	7/31/1	
12.	PLOUMDERS, PELICIA A	11/1/80	PATADAY 0.2% OPHTHALM	EVANS. LELY		B/1/18	
						4	
	Enter ?? for m	more action	ns				
SI S	Select Item		Entries				
	Search Queue		age View				
17.7	ct Action:Quit//		aga raan				

Figure 4-73: RXD Status in the Holding Queue List View

Select the record to view the Refill Response details screen.

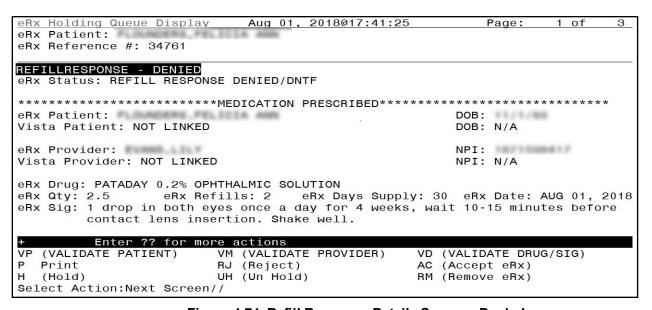


Figure 4-74: Refill Response Details Screen – Denied

As the user continues to scroll, the Refill Response Information section indicates the Refill Response Message type is Denied.

Figure 4-75: Refill Response Information Section

There is no user intervention required on the Denied Refill Response other than acknowledging. For more information on how to acknowledge a record in actionable status, refer to Acknowledge: Hidden Action for Refill Response/Inbound Error section in this guide.

The <**VP**>, <**VD**>, <**Hold**>, <**UnHold**>, <**RJ**>, <**RM**>, and <**AC**> actions are in parentheses (), therefore the user cannot select these actions for this message type. If one of the actions is selected from here, the user receives an error message:

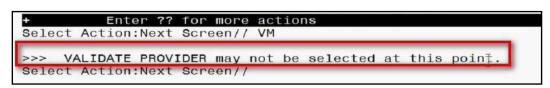


Figure 4-76: Error - Validate Provider Action Not Available

### Refill Response Failed (RXF)

Refill Response Failed (RXF) is an actionable status used for Refill Responses if a failure occurs. One scenario is when a patient's Outpatient Profile record is locked in OERR and a DNTF Refill Response is attempting to auto-discontinue an  $eR_x$  record at the same time. Another scenario is when a Refill Request is sent out for a prescription, and it is manually discontinued before a response is received. Then, a DNTF Refill Response is sent for the prescription.

#### NOTE: Additional RXF scenarios are as follows:

- 1. When a user selects an Active eRx from OP that has an outstanding Refill Request and locks it, and at the same time an Approved or Approved with Changes Refill Response is sent, a new pending line entry for that response is added in OP.
- 2. When a Refill Request is sent out for a prescription and it is manually discontinued before receiving a response, if an Approved or Approved with Changes Refill Response is sent, a new pending line entry for that response is added in OP.
- 3. When a user selects an Active eRx from OP in Backdoor Orders that has an outstanding Refill Request and locks it, and at the same time a DNTF Refill Response is sent, the Prescription gets auto-discontinued and the corresponding Response is marked as RXD in the Holding Queue. However, if the record is locked in Edit mode in Backdoor Orders, the response fails to auto-discontinue and is marked as RXF in the Holding Queue.
- 4. When a Refill Request is sent out for a prescription, and it is renewed within VA, the prescription becomes a non-electronic prescription. If an Approved Refill Response is then sent, no pending line entry is added in OP. The VA Order (non-eRx) is not modified

5. When a Refill Request is sent out for a prescription and it is renewed within VA, the prescription becomes a non-electronic prescription. If a DNTF Refill Response is then sent, the VA Order (non-eRx) is not auto-discontinued by the response. The response is marked as RXD in the Holding Queue.

#### Inbound Error – RRE

Inbound ERROR message is the NCPDP 10.6 format for Inbound Error message received in VistA under certain situations, including the Prescriber's EHR system being unable to receive and process a certain transaction sent from the Pharmacy or a connection between the Transaction Hub and Change Healthcare is not working.

When a Refill Request sent from VistA Outpatient Pharmacy results in an Inbound Error, it is retrieved and displayed in the Holding Queue's list view with the status RRE (Refill Request Error). This is an actionable entry and requires the user to acknowledge it.

For more information about <**ACK**> Acknowledge, refer to the section Acknowledge: Hidden Action for Refill Response/Inbound Error in this guide.

# Add Comments: Hidden Action for Refill Request/Response

There is a free-text Comment field in the Message Details view for Refill Request and Response messages. This field allows users to enter additional comments on the Refill Request and Response messages. To add a comment:

- 1. Type action <**AD**>.
- 2. Type Request/Response comments.

```
eRx Patient:
eRx Reference #: V19055
Vista Drug: PRIMIDONE 50MG TAB
                         Vista Refills: 1
Vista Qty: 180
                                                  Vista Days Supply: 90
Vista Sig: TAKE ONE TABLET BY MOUTH TWICE A DAY FOR 5 DAYS
Pat Inst: --; AVOID ANTACIDS../
VA Rx#: 2719267
 Requested By:
Request Date/Time: FEB 07, 2018@10:34:53
# of Refills Requested: 1
Refill Request Comments:
Comments By:
Comments Date/Time:
         Enter ?? for more actions
   VALIDATE PATIENT
                        VM VALIDATE PROVIDER
                                                 VD (VALIDATE DRUG/SIG)
 Print
                        RJ Reject
                                                AC Accept eRx
H Hold UH Un Hold
Select Action:Next Screen// AD AD
                                                RM Remove eRx
REQUEST/RESPONSE COMMENTS: // Tresting for today's DEMO
```

Figure 4-77: Add Comments

3. Select < Enter >.

```
eRx Holding Queue Display
                           Feb 07, 2018@12:32:30
                                                        Page:
                                                                2 of
eRx Patient:
eRx Reference #: V19055
Vista Drug: PRIMIDONE 50MG TAB
Vista Qty: 180
                        Vista Refills: 1
Vista Sig: TAKE ONE TABLET BY MOUTH TWICE A DAY FOR 5 DAYS Pat Inst: --; AVOID ANTACIDS../
VA Rx#: 2719267
Requested By:
Request Date/Time: FEB 07, 2018@10:34:53
# of Refills Requested: 1
Refill Request Comments: TESTING FOR TODAY'S DEMO
Comments By:
Comments Date/Time: FEB 07, 2018@12:32:30
```

Figure 4-78: Refill Request Comments

The user who made the comment displays in the "Comments By" field and the date/time the comments were made display in the "Comments Date/Time" field. Users can replace the comments with updated comments. When comments are replaced, the last user who made comments displays in the "Comments By" field and the date/time the comments were updated display in the "Comments Date/Time" field. To update or replace comments:

- 4. Type action <**AD**>.
- 5. Replace with updated comments.

```
eRx Reference #: V19055
Refill Request Comments: TESTING FOR TODAY'S DEMO
Comments Date/Time: FEB 07, 2018@12:32:30
Refill Request Reference #: V19055
New eRx Reference #: 19342
Response eRx Reference #:
       | Enter ?? for more actions
VP VALIDATE PATIENT
                                             VD (VALIDATE DRUG/SIG)
                       VM VALIDATE PROVIDER
 Print
                                             AC Accept eRx
                      RJ Reject
  Hold
                      UH Un Hold
                                             RM Remove eRx
Select Action:Quit// AD
                      AD
REQUEST/RESPONSE COMMENTS: TESTING FOR TODAY'S DEMO
 Replace ... With CHANGING COMMENTS
```

Figure 4-79: Replacing Refill Request Comments

6. Select < Enter>.

Figure 4-80: Refill Request Comments Updated

# Acknowledge: Hidden Action for Refill Response/Inbound Error

Once the user completes reviewing a Denied or a Denied, New Rx to Follow Refill Response message in the Holding Queue's list view, s/he can exercise <ACK> Acknowledge Hidden action to remove the message from the list view. The resulting acknowledged message can be retrieved using <MV> Message View or <SR> Search. Acknowledge is also enabled for Refill Responses that fail to auto-process and are in status of RXF and the Inbound Errors with status RRE. When a Refill Response – Denied or Denied New Rx to Follow type is received in the Holding Queue, it is displayed in the list view, and is in the actionable RXD status.

PSO	ERX HOLDING QUEUE	Aug	01, 2018@18:52:07	Page:	- 1	of 1
PSO	ERX HOLDING QUEUE	ERX LO	OK-BACK DAYS: 30 (Jul 02, 2018)			
	Patient	DOB	Drug	Provider	STA	Rec Date
1.	GRINES. RICK	10/12/79	QUINAPRIL 10 MG ORAL	EUROS-LILT	RXD	7/30/18
2.	GRIPSES, RICK	10/12/79	RISPERIDONE 2MG TAB	EVRING LLILY	CAO	7/30/18
3.	SARTENG, ONUUM	10/7/45	WELLBUTRIN XL 150 MG	ASPUNISH . SAR	I	7/30/18
4.	TUCKER , DEBRA	11/10/79	XOPENEX 1.25 MG/3 ML	HOOVER, STAN	RXD	7/31/18
5.	FLOWNDERS, FELTOTA	A 11/1/88	METHYLPREDNISOLONE AC	EVANS. LELY	CAO	7/31/18
6.	KARL, NASCHUR LAB	5/5/64	ACYCLOVIR 800MG TAB	LESTRANGE, B	CAP	7/31/18
7.	MAKE TERTOR - AMARA	10/11/02	CARAFATE 1 GRAM ORAL	EVAND. LELY	CAO	7/31/18
8.	MRSTERIOR, KARA	10/11/02	CARAFATE 1 GRAM ORAL	EVAND. LTLY	CAH	7/31/18
9.	GROMES, ASIGN	10/12/73	PROTONIX 40 MG ORAL G	EVAND.	CAH	7/31/18
10.	43.03	10/10/20	TRANSDERM-SCOP 1.5 MG	EVAND. LELY	N	7/31/18
11.	PLOUMDERS, PELICIA	6 11/1/00	PATADAY 0.2% OPHTHALM	EVAND. LELY	BXD	8/1/18
12.	MODISPRINGS, TEMOCH	0/1/10	MUPIROCIN 2% OINTMENT	LESTRANCE . B		8/1/18
0.75						
	Enter ?? for	more actio	ns			
SI S	Select Item		Entries			
	Search Queue		age View			
	ct Action:Quit//		200			

Figure 4-81: RXD Status in the Holding Queue List View

Select the record to view the Refill Response details screen.

```
eRx Holding Queue Display_
                          Aug 01, 2018@19:27:20
                                                      Page:
eRx Patient:
eRx Reference #: 34766
REFILLRESPONSE
eRx Status: REFILL RESPONSE DENIED/DNTF
eRx Patient:
                                                   DOB:
                                                   DOB: N/A
Vista Patient: NOT LINKED
eRx Provider:
                                                   NPI:
Vista Provider: NOT LINKED
                                                   NPI: N/A
eRx Drug: MUPIROCIN 2% OINTMENT
eRx Qty: 22
               eRx Refills: 3
                                eRx Days Supply:
                                                  eRx Date: AUG 01, 2018
eRx Sig: 1st week test on arm. Then q 3 days to face x 2 then q 2 days x 2 then daily. 1/2 hour after wash and dry off face.
        Enter ?? for more actions
  (VALIDATE PATIENT)
                                              VD (VALIDATE DRUG/SIG)
                       VM (VALIDATE PROVIDER)
  Print
                       RJ (Reject)
                                              AC (Accept eRx)
  (Hold)
                       UH (Un Hold)
                                              RM (Remove eRx)
Select Action:Next Screen//
```

Figure 4-82: Refill Response Denied/DNTF Details Screen

The user may type <**ACK**> at the prompt to acknowledge the Refill Response message.

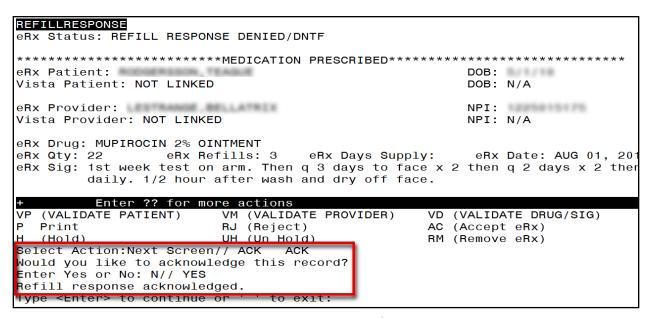


Figure 4-83: Acknowledge Refill Response Message

Once the user selects **Yes** at the prompt, the status of the message is changed from RXD to RXA and the message is not displayed in the list view. It can be found using **MV**> Message View or **SR**> Search.

PSO	ERX HOLDING QUEUE	Aug	01, 2018@19:29:10	Page:	- 1	of 2
900	ERX HOLDING QUEUE	ERX LO	OK-BACK DAYS: 30 (Jul 02, 2018)			
	Patient	DOB	Drug	Provider	STA	Rec Date
	According to block, TEAGLE	5/1/18	MUPIROCIN 2% OINTMENT	LESTRAINE . B	RXA	8/1/18
	MODREWSSON, TEADUE	5/1/10	MUPIROCIN 2% OINTMENT	LESTRANGE . 8	RXA	8/1/18
	RODGERGGON, TEAGUE	521716	MUPIROCIN 2% OINTMENT	LESTRANGE, B	RXA	8/1/18
	PLOUNDERS, PELICIA A	11/1/00	PATADAY 0.2% OPHTHALM	EVAND. J. E. Y.	RXD	8/1/18
	MRITERIDE, KARA	18/11/50	CARAFATE 1 GRAM ORAL	HODVER, STAN	RXC	8/1/18
	TUCKER, DEBRA	11/19/79	XOPENEX 1.25 MG/3 ML	HOOVER, STAN	RXC	8/1/18
	PLOUMDERS, PELICIA A	55/5/80	METHYLPREDNISOLONE AC	EVAND. LELY	RXC	8/1/18
	TUCKER, DEBRA	11/19/79	XOPENEX 1.25 MG/3 ML	HOOVER, STAN	RXD	7/31/18
	PLOUBDERS, PELICIA A	44/1/88	PATADAY 0.2% OPHTHALM	EVAND. LELY		7/31/18
0.	MODGERSON, TEAGUE	5/1/18	MUPIROCIN 2% OINTMENT	EVEND. LEVY		7/31/18
1.	1.1.01	10/14/25	TRANSDERM-SCOP 1.5 MG	EVAND. LTLY		7/31/18
2.	GRINES, KICK	15/12/75	RISPERIDONE 2MG TAB	EVAND. LEV		7/30/18
3.	GROWER ALCOH	10/12/79	QUINAPRIL 10 MG ORAL	Evolution L.D. V.		7/30/18
4.	THROUGH, DAVID	8/99/30	CHLORAMBUCIL 2MG TAB	ESCHARGE, J. D.L. W.		7/27/18
5.	Trebrigadille - Gary 2 St	2122135	HYDROCHLOROTHIAZIDE 5	EVERSO, A TAY		7/27/18
	Enter ?? for me	ore action			111414	
I S	elect Item		Entries			
100	Search Queue)		age View			
200	ct Action:Next Screen		9			

Figure 4-84: RXA Status in the Holding Queue

Select the record to view the Refill Response details screen, displaying the  $eR_x$  status of Refill Response Acknowledged.

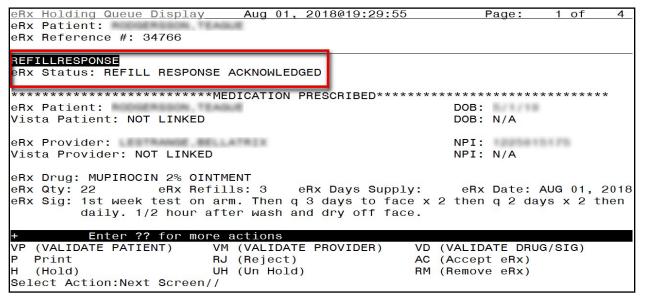


Figure 4-85: Refill Response Acknowledged Details Screen

**NOTE:** When the user acknowledges a Refill Response with a status of RXF, it changes to RXA. The workflow is the same as RXD to RXA.

When a Refill Request results in an Inbound Error with the status RRE, it is displayed in the list view as an actionable entry.

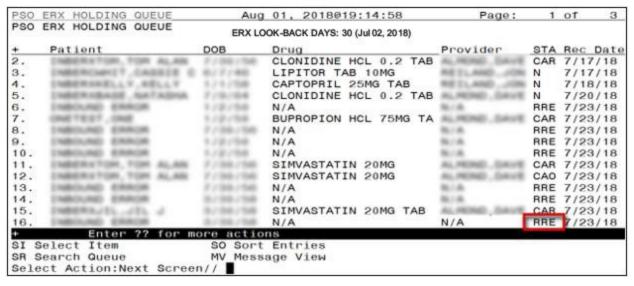


Figure 4-86: RRE Status in the Holding Queue List View

Select the record to view the Inbound Error details screen, displaying an  $eR_x$  status of Refill Request Error.

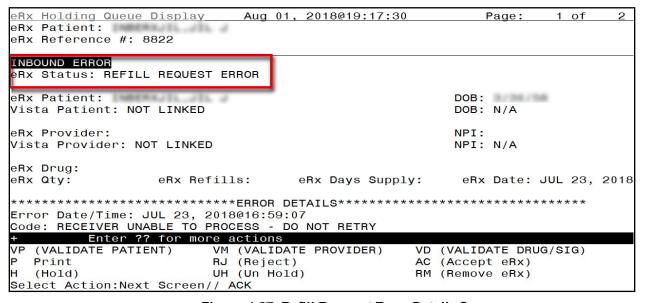


Figure 4-87: Refill Request Error Details Screen

The user may type <**ACK**> Acknowledge at the prompt to acknowledge the Refill Response message.

```
Select Action:Next Screen// ACK
Would you like to acknowledge this record?
Enter Yes or No: N// YES
Inbound error acknowledged.
Type <Enter> to continue or '^' to exit:
```

Figure 4-88: Acknowledge Action

Once the user selects **Yes** at the prompt, the status of the message is changed from RRE to IRA and the message is not displayed in the list view. It can be found using **MV**> Message View or **SR**> Search.

PSO	ERX HOLDING QUEUE	Au	g 01, 2018@19:25:28	Page:	- 1	of	4
PSO	ERX HOLDING QUEUE	ERX L	OOK-BACK DAYS: 30 (Jul 02, 2018)				
+	Patient	DOB	Drug	Provider	STA	Rec Da	te
6.	DANGERSON EMPOR	18/18/7	N/A	N/A	IRA	7/24/1	8
7. B.	INBOUND ERROR	March.	N/A	N/A	-	7/24/1	8
В.	ENBOUND ERROR	10/12/7	N/A	N/A	IRA	7/24/1	8
9.	INBOUND ERROR	No. Cab.	N/A	N/A	E	7/24/1	8
10.	ENBOUND ERROR	7 / 246 / 246	N/A	N/A	RRE	7/24/1	8
11.	ENBOUND ERMOR	Maria.	N/A	N/A	E	7/24/1	8
12.	INBOUND ERROR	3/30/50	N/A	N/A	RRE	7/24/1	8
13.	ENBOUND ERROR	Military.	N/A	N/A	E	7/24/1	8
14.	ENBOUND ERMOR	1.797.750	N/A	N/A	RRE	7/24/1	8
15.	INBOUND ERROR	5/30/50	N/A	N/A	RRE	7/24/1	8
16.	ENBOUND ENROR	Mill A	N/A	N/A	E	7/24/1	8
17.	ENBOUND ERROR	3/39/39	N/A	N/A	RRE	7/24/1	8
18.	ENBOUND ERROR	St. A.	N/A	N/A	E	7/24/1	8
19.	ENBOUND ERROR	0.739.758	N/A	N/A	RRE		
20.	INBOUND ERROR	51.6	N/A	N/A	E	7/24/1	
	Enter ?? for	more acti	and the state of t				
SI S	elect Item	SO Sor	t Entries				_
SR (	Search Queue)		sage View				
	ct Action:Next Scre						

Figure 4-89: IRA Status in the Holding Queue

Select the record to view the Inbound Error details screen, with an  $eR_x$  status of Inbound Refill Request Error Acknowledged.

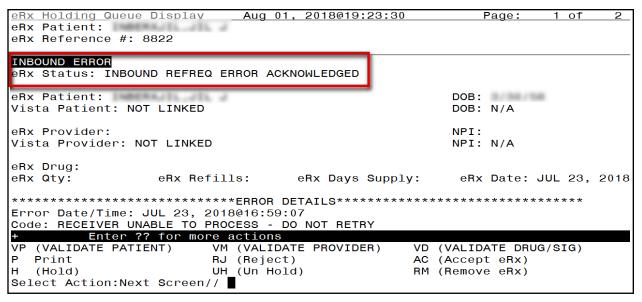


Figure 4-90: Inbound Error Details Screen - Inbound Refill Request Error Acknowledged